GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1573
ANSWERED ON:31.07.2003
PASSENGER AMENITIES
NIVEDITA MANE

Will the Minister of RAILWAYS be pleased to state:

(a) the criteria for providing facilities at railway stations and in trains;

(b) the system of monitoring the passenger facilities/amenities at railway stations/ trains;

(c) whether the Government are aware of the lack of passenger amenities in various railway stations and in trains;

(d) if so, the number of complaints/requests received by the Government for the provision of passenger facilities at various stations and in trains during the last one year;

(e) if so, the details thereof, zone-wise; and

(f) the action taken by the Government thereon?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a): Railway stations have been classified into six categories (`A` to `F`) based onearnings from passenger traffic and facilities at stations are provided as per norms laid down for each category of station. Railway Board has issued standard guidelines for provision of facilities in various classes of coaches of trains and the facilities are provided accordingly.

(b): Monitoring of provision and maintenance of amenities at stations and trains is done by Additional General Managers (Zonal Level) and Additional Divisional Managers (Divisional Level). Service Improvement Groups at various levels havealso been formed to inspect amenities and monitor remedial measures for rectifying deficiencies/ shortcomings in passenger amenities. Moreover, review of existing passenger amenities at stations is done annually over all Zonal Railways.

(c): Railways have been able to provide minimum essential amenities in qualitative terms, as per laid down norms, at all stations. Railways are endeavouring to eliminate deficiencies in quantitative terms, wherever existing.

In trains, the new coaches are put in service with all amenities as per laid down standards. However, while in services, some shortcomings may arise due to usage and vandalism and the same are rectified during Primary /Secondary Maintenance,Periodical Overhauls etc.

(d) to (f): A large number of requests/suggestions/complaints are received at various levels from the general public and people`s representatives for provision of additional facilities at different stations and in trains. The details of all such requests are not compiled. However, the details of complaints relating to some of the passenger facilities like Working of Enquiry Offices, Non-availability of water, Maintenance/cleanliness of coaches and Mal-functioning of electrical equipments are maintained. The total number of complaints received regarding these areas during 2002-2003, Railway-wise are as under:

Railway	No. of Complaints
Central	456
Eastern	225
Northern	377
North Eastern	187
Northeast Frontier	83
Southern	324
South Central	161
South Eastern	307
Western	467

Although it is Railways` endeavour to accommodate as many suggestions aspossible, the works are undertaken considering the

volume of traffic handled, relative importance of the station and the availability of resources. Zonal Railways have been instructed to take into account all such suggestions while formulating their Annual Works Programme & Rolling Stock proposals.